



Official Memoranda

HUMAN RESOURCES

TO: Agency Personnel Administrators
FROM: Tina Lawson, Director
RE: APS Customer Service
DATE: January 9, 1998

Please be advised that due to recent organizational changes and staff retirements, we've had to make some reassignments to ensure that there is no interruption in our customer service.

To fill this void, I'm pleased to announce that Susie Carlson and Juanita Woolfolk from our Human Resources/Payroll team have joined Yolette Tappin to fill this vital role. Together, they have over 22 years of combined experience working in an agency personnel environment and both have had considerable APS experience.

Customer Service Representative Assignments and Responsibilities:

Attached is a list of the agency assignments to these three APS Customer Service Representatives. Their role is as follows:

- Answer any questions you may have regarding how to prepare and process person transactions (i.e. form 301's) on APS and related standard business practice.
- Assist in resolving any business related problems you may be experiencing in processing form 301's.
- Review those 301's requiring DAS review and approval for conformance with standard business

practice, and to ensure the accuracy of the APS database.

In order to serve you better, we ask that you address any such questions or problems directly to your Customer Service Representative. If your representative is not available and your need is urgent, you may contact Skip Wallace directly at 860.566.1853.

Technical problems regarding APS should continue to be directed to Bob Cosgrove at 860.566.8909.

Questions and problems related to the 301 Certification Number field and the Applicant Tracking/Certification (ATC) module should continue to be directed to Desi Harris at 860.566.2705.

301 Remarks:

In order to ensure prompt approval of your 301's and resolution of any problems, we ask that you include the following information in your remarks on any 301 requiring DAS approval:

- The name and telephone number of your agency contact, if there are any questions or problems relating to the 301.
- A concise explanation of the nature of the transaction and any required justification.
- For salary adjustments to employees in range plans (e.g. MP and VR pay plans), please include your calculations.
- A response to warning messages where appropriate. Warning messages appear on the Remarks screen and begin with the letter W and a hyphen (e.g. "W-WTP DATE GREATER THAN EXPECTED DURATION"). Warnings alert the user to *potential errors* with a 301 transaction. If the warning alerts you to an actual error, you should correct the error (e.g., in the above example, correct the working test period expiration date). Otherwise, you should indicate

in your remarks why the source of the warning (e. g., in the above example, "Working test period has been prorated for this part time employee to equal the full time equivalent of six (6) months").

Decentralization of 301 Review and Approval:

Many agencies have indicated that APS would better serve their human resources reporting needs if the data were more timely. One way to improve the timeliness of employee related data would be to reduce the number of pre-approvals that are required before the APS database is updated. For this and a variety of other reasons, we are in the process of developing and implementing a decentralization program for 301 review and approval. This program will delegate authority for 301 review and approval to agencies who have demonstrated sufficient expertise on APS and knowledge of the standard business practices.

If you are interested in participating in this program, please contact William (Skip) Wallace at 860.566.1853

Tina Lawson, Director

Human Resources Business Center

DEPARTMENT OF ADMINISTRATIVE SERVICES

APS CUSTOMER SERVICE REPRESENTATIVES

AGENCY CODE	AGENCY NAME	DAS CUSTOMER SERVICE REPRESENTATIVE
1101	Governor's Office	Yolette Tappin

1102	Secretary Of the State	Juanita Woolfolk
1103	Lt. Governor's Office	Yolette Tappin
1104	Elections Enforcement Commission	Juanita Woolfolk
1105	Ethics Commission	Juanita Woolfolk
1106	Freedom of Information Commission	Juanita Woolfolk
1107	Judicial Selection Commission	Yolette Tappin
1162	State Properties Review Board	Juanita Woolfolk
1201	Office of the State Treasurer	Juanita Woolfolk
1202	Office of State Comptroller	Juanita Woolfolk
1203	Department Of Revenue Services	Yolette Tappin
1204	Division of Special Revenue	Juanita Woolfolk
1205	Connecticut State Lottery	Susie Carlson
1220	State Insurance Purchasing Board	Yolette Tappin

1310	Office of Policy & Management	Yolette Tappin
1312	Department of Veterans' Affairs	Susie Carlson
1321, 1322, 1323, 1325, & 1327	Department of Administrative Services	Yolette Tappin
1324	Department of Information Technology	Yolette Tappin
1326	Department of Public Works	Yolette Tappin
1501	Office of Attorney General	Susie Carlson
2000	Department of Public Safety	Yolette Tappin
2003	Police Officer Standards and Training Council	Yolette Tappin
2004	Board of Firearms and Permit Examiners	Yolette Tappin
2101	Department of Motor Vehicles	Yolette Tappin
2201	Military Department	Yolette Tappin
2304	Commission and Fire Prevention and Control	Susie Carlson

2402	Department of Banking	Juanita Woolfolk
2403	Department of Insurance	Yolette Tappin
2405	Ct. Siting Council	Yolette Tappin
2406	Office of Consumer Counsel	Yolette Tappin
2407	Department of Public Utility Control	Yolette Tappin
2500	Department of Consumer Protection	Yolette Tappin
2610 & 2620	Department of Labor	Yolette Tappin
2901	Commission on Human Rights & Opportunities	Yolette Tappin
2902	Office of Advocacy for Persons w/ Disabilities	Yolette Tappin
2903	Office of Child Advocate	Yolette Tappin
2904	Workers' Compensation Commission	Susie Carlson
3002	Department of Agriculture	Yolette Tappin

3100	Department of Environmental Protection	Yollette Tappin
3400	Ct. Historical Commission	Juanita Woolfolk
3500	Dept. of Economic & Community Development	Yollette Tappin
3601	Ct. Agricultural Experiment Station	Yollette Tappin
4001 & 4050	Department of Public Health	Susie Carlson
4090	Office of the Chief Medical Examiner	Yollette Tappin
4101, 4114, 4121, & 4121 - 4125	Department of Mental Retardation	Yollette Tappin
4402 - 4415 & 4430	Department of Mental Health and Addiction Service	Yollette Tappin
5000	Department of Transportation	Juanita Woolfolk
6100	Department of Social Services	Susie Carlson
6301	Soldiers, Sailors & Marines	Juanita Woolfolk

7101	Board of Education & Services for the Blind	Susie Carlson
7102	Commission on Deaf and Hearing Impaired	Yolette Tappin
7104	State Library	Susie Carlson
7250	Department of Higher Education	Yolette Tappin
7301	University of Connecticut	Yolette Tappin
7302	University of Connecticut - Health Center	Yolette Tappin
7401	Board of St. Academic Awards/ Charter Oak College	Juanita Woolfolk
7601	Teachers Retirement Board	Yolette Tappin
7701 - 7713	Community Technical Colleges Total	Susie Carlson
7801 - 7805	Connecticut State Universities	Yolette Tappin
8001, 8005, & 8051-8055	Department of Correction	Yolette Tappin
8091	Board of Parole	Susie Carlson

8102 - 8105, 8113 ,8115, & 8121-8126	Department of Children and Families	Susie Carlson
8200	County Sheriffs	Juanita Woolfolk
9601	Judicial Review Council	Yollette Tappin

TELEPHONE # FAX #

Susie Carlson 860.566.4176 860.566.5812

Yollette Tappin 860.566.1854 860.566.5812

Juanita Woolfolk 860.566.3821 860.566.5812

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Need to contact us? Send e-mail to das.webmaster@po.state.ct.us

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